

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr.

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Title: CUSTOMER SERVICE RESPONSE SYSTEM FOR
INTERACTION WITH CUSTOMER SERVICE
AGENTS

Assistant Commissioner for Patents
Washington, D.C. 20231

PRELIMINARY AMENDMENT

Please amend the above-identified application as follows:

IN THE SPECIFICATION

Page 1, line 15, delete "it is not surprising that" and replace it with - - many - -.

Page 1, line 15, after "have" add - - been - -.

Page 1, line 15, delete "implemented" and replace it with - - implementing - -.

Page 1, line 16, delete "which help" and replace it with - - to - -.

Page 1, line 17, delete "typically".

Page 1, line 19, delete "modern" and replace it with - - these - -.

Page 2, line 1, delete "forcing" and replace it with - - requiring - -.

Page 2, line 1, after "agent" add - - to - -.

Page 3, line 1, delete "Te" and replace it with - - The - -.

Page 3, line 20, delete "typical".

IN THE CLAIMS

1. (Amended) [A call center] Apparatus for caller information retrieval comprising:

 a customer service response system (CSRS) capable of responding to an incoming [telephone] telephony call from a calling party by playing a message to said calling party;

 a graphical user interface (GUI) electrically coupled to said CSRS and configured to receive and display information from said CSRS;

 wherein said information received from said CSRS originates from said calling party.

2. (Amended) The [call center] apparatus for caller information retrieval according to Claim 1 wherein said GUI is configured to selectively initiate another message being sent from said CSRS to said calling party.

3. (Amended) The [call center] apparatus for caller information retrieval according to Claim 1 wherein said GUI displays a plurality of possible messages that may be sent from said CSRS to said calling party.

4. (Amended) The [call center] apparatus for caller information retrieval according to Claim 3 wherein at least one of said plurality of messages is customizable.

5. (Amended) The [call center] apparatus for caller information retrieval according to Claim 1 wherein said CSRS further includes a voice recognition program which is capable of converting voice signals into text messages.

6. (Amended) The [call center] apparatus for caller information retrieval according to Claim

1 wherein said CSRS further includes a voice recognition program which is capable of
converting text messages into voice signals.

7. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said GUI provides an option for bypassing said CSRS.

8. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said CSRS is an adjunct to a telephone.

9. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said CSRS is capable of responding to a plurality of incoming telephone calls from
a plurality of calling parties by playing a message to each of said calling parties.

10. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said CSRS is configured to receive voice and text messages.

11. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said message is a voice message.

12. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said message is a text message.

13. (Amended) The [call center] apparatus for caller information retrieval according to Claim

1 wherein said message is a multimedia message.

14. (Amended) The [call center] apparatus for caller information retrieval of Claim 1 wherein said CSRS is further capable of accessing a remote computer system in response to receipt of said information from said calling party.
15. (Amended) The [call center] apparatus for caller information retrieval of Claim 1 wherein said CSRS is further capable of forwarding said incoming call to another telephone number in response to receipt of said information from said calling party.

REMARKS

This amendment corrects some minor clerical errors and some grammatical errors. The preambles of claims 1-15 have been amended to more clearly define the invention. Support can be found for the amendment to the claims at page 4, lines 5-10 and page 7, lines 1-4.

No additional fee is required.

Respectfully submitted,



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